

CLARE CBOC RLP #36C250190045

Providing there is a qualified nonprofit agency (NPA) that is able to perform services, Federal Government Entities intending to procure a service listed on the AbilityOne Procurement List are required procure the service from a qualified NPA for the blind or a qualified NPA for other severely disabled in accordance with regulations of the Committee and at the price the Committee establishes if the product or service is available within the period required by the entity.

If the Custodial or Healthcare Environmental Services are to be provided by the lessor as part of the rent, GSA must include a requirement in the lease for the offeror to procure those services from the AbilityOne Commission if they are available.

Lessor SHALL attempt to obtain AbilityOne Custodial or Healthcare Environmental Services for this lease at <https://www.abilityone.gov/> .

If they are unable to provide the service refer to the AbilityOne Offeror Certification Submittal Requirement, below.

**RLP AbilityOne Submittal Requirement (not required if services are available):**

**Offeror Certification**

Contacted AbilityOne (date/method/person)

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Services for RLP# \_\_\_\_\_ are unavailable.

List Reason if known and Sign and Date

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## 1.01 JANITORIAL SERVICES (JUN 2012)

The Lessor shall maintain the Premises and all areas of the Property to which the Government has routine access in a clean condition and shall provide supplies and equipment for the term of the Lease. The following schedule describes the level of services intended. Performance will be based on the LCO's evaluation of results, not the frequency or method of performance.

A. DESCRIPTION OF SERVICES. Emergencies, unusual and out-of-line situations shall promptly be reported to the contracting officer or his/her designee. Standard cleaning procedures provides the first level of sanitation by routinely cleaning all surfaces which decrease and eliminates the harborage of organisms. Routine and frequent cleaning prevents build-up and accumulation of sites which might enhance micro-organism growth. The frequency of cleaning and cleaning standards will be enhanced by the utilization of disinfectant detergents and sanitizers to continually reduce the level of micro-organisms on all surfaces and to promote and provide the lowest possible infections risk for all patients, employees, and visitors to the Clinic. Standard cleaning procedures is one of the most important aspects of infection control.

B. BASIC CLEANING SERVICES. The contractor shall maintain the facility in a state of physical and biological cleanliness. The facility's appearance must fully meet the sanitary and aesthetic requirements for beneficiary healthcare. This includes but not limited to exam rooms, bathrooms, staff break rooms, kitchenettes, lobby and offices.

C. MAINTAIN FLOORS. All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. "Wet Floor" signs shall be posted in all areas having received service in order to avoid mishaps. Easily movable items shall be relocated to maintain floors beneath them and returned to their original position once service has been completed.

D. VACUUM CARPETS AND WALK-OFF MATS. High Efficiency Particulate Air (HEPA) Filter type vacuum cleaners shall be used to thoroughly clean and restore the resilience of, all carpeted areas/walk-off mats. After vacuuming, carpet areas/walk-off mats shall be free of all visible dirt, debris, and other foreign matter. Carpet shall be spot cleaned using carpet manufacturer's approved method to remove spills as needed. All tears and unraveling of carpet shall be brought to the attention of the Contracting Officer Technical Representative (COR) upon discovery.

E. WASTE COLLECTION AND REMOVAL. All refuses, trash and garbage containers shall be emptied and returned to their initial location. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

F. SHARPS CONTAINERS. The VA employees shall remove full SHARPS containers, close the container's tamper resistive access lid and place the container on the floor outside of their door at the close of business. The contractor shall collect all containers that have been set out and place them in a bio-hazardous cardboard box or container. Once the biohazardous cardboard box or container is full, it shall be closed and placed in the metal bio-hazard container at the rear of the building. All wall dispensers where containers have been taken from shall be replaced by the contractor with new containers.

G. EMPTY AND CLEAN PUBLIC ASHTRAYS AND URNS. The Contractor shall empty all public ashtray urns. Clean ashtrays to remove ashes, odor, and stains. Clean all public urns and return to their original locations.

H. CLEAN INTERIOR GLASS/MIRRORS. Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

I. DRINKING FOUNTAINS, ICE MACHINES AND SINKS. Contractor shall clean and sanitize all surfaces of drinking fountains, ice machines/ sinks to include the orifice, cofferdam and drain. Surfaces

LESSOR: \_\_\_\_\_ GOVERNMENT: \_\_\_\_\_

shall be free of streaks, smudges, fingerprints, marks film/residue, stains, spots, scale, soil, and other foreign matter once service has been completed. All metal surfaces shall be cleaned and polished and have a uniform appearance. All cofferdams surrounding ice machines shall be cleaned and free of standing water. Paper towel/soap dispensers associated with sinks/kitchens shall be cleaned, sanitized, and restocked.

J. SPOT CLEANING. Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning cobwebs, smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, wall guards, door handles, push bars, kick plates, light switches, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

K. GENERAL DUSTING. All horizontal surfaces must be dusted or cleaned to eliminate dust collection.

L. EXAM TABLE CLEANING. Completely clean and disinfect all surfaces of the exam tables using a germicidal detergent. Exam tables shall be left clean and free of foreign matter.

M. BASIC RESTROOMS/ LOCKER ROOM CLEANING SERVICES. The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW.

N. CLEAN AND DISINFECT. Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

O. DE-SCALE SINKS, TOILET BOWLS AND URINALS. All surfaces of sinks, toilets, urinals, plumbing fixtures, dispensers, stalls, stall doors, entry/exit doors, handles, drains, kick plates, ventilation grates, and all wall surfaces to include grout shall be de-scaled as needed. Surfaces shall be free from streak, stains, scale, soap film, scum, mineral deposits, and rust stains and have a uniform, polished appearance upon completion of service.

P. SWEEP AND MOP FLOOR. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.

Q. RESTOCK RESTROOM SUPPLIES. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, contractor shall refill within one hour of notification.

R. TRASH REMOVAL. All trash receptacles shall be emptied, cleaned, and returned to their original position once service has been completed. Soiled or torn plastic trash receptacle liners shall be replaced at time of service. Trash shall be disposed of in secured plastic bags and placed in the appropriate outside dumpster/compactor.

S. GLASS AND MIRROR CLEANING. All glass/mirrors shall be cleaned in such a manner that all trace of film/residue, dirt, dust, smudges/fingerprints, streak, watermark, and other foreign matter are eliminated.

## 1. PERIODIC CLEANING SERVICES

A. CLEAN INTERIOR WINDOWS. Clean all interior glass window surfaces quarterly. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

B. MAIN RESTROOMS DEEP CLEANING. The contractor is to provide labor and equipment to perform overall sanitizing and grout cleaning to all surfaces, sinks, and commodes semi-annually for all public/staff restrooms. Work to include high pressure cleaning to remove buildup on surfaces, treat urinals, commodes, sinks, and floors with anti-bacteria and follow up with fresh water rinse. Water, bacteria, and soil are to be vacuumed away allowing floors to dry quickly. All fixtures are blown dry ensuring that the restrooms are ready for immediate use.

C. STRIP, SCRUB, SEAL, AND WAX FLOORS. Strip, scrub, seal, and wax resilient floors semi-annually or as necessary to maintain a uniform glossy appearance appropriate to the flooring material. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration. Vinyl no-wax flooring shall be swept, mopped and scrubbed to remove debris only.

D. WALL CLEANING. Wall cleaning to remove routine spills, stains, splatters, marks, etc. shall be provided by the contractor as a part of routine space cleaning under the fixed-price portion of the contract. However, when the entire wall surface of a space must be cleaned due to potential infectious or other health hazardous conditions, the work will be ordered under the indefinite quantity portion of the contract. Walls shall be thoroughly and completely cleaned and sanitized with an approved solution to eliminate the hazardous conditions.

E. LIGHT FIXTURE CLEANING. Light fixtures shall be cleaned, when ordered by the Government, to achieve a "free of soil" state. The light cover shall be removed, and the light fixtures shall be cleaned of debris inside and out.

F. CLEAN/SHAMPOO CARPET. All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original location.

## 2. SPECIAL REQUIREMENTS

A. EQUIPMENT OPERATION. All housekeepers shall adhere to the manufacturers or established operating procedures when operating battery-powered or electrical floor machines, wet/dry vacuums, scrubbers, etc. All equipment will be cleaned as specified by the manufacturer to ensure operation safety and to eliminate the spread of micro bacteria, nosocomial infection, etc. Battery and electrical equipment will be properly maintained, stored, and charged after each use, if necessary.

B. EQUIPMENT CLEANING. Wheelchairs, stretchers, and Hoyer lifts in storage for patient escort use shall all be cleaned with a germicidal once a week or as needed.

C. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES. Upon notification, the contractor shall perform emergency or special event cleaning required in any area or room covered under this contract. An example of an emergency includes but is not limited to carpet cleaning and extraction after floods. An

example of a special event includes but is not limited to weekend open houses or high-profile visits. The contracting officer shall order cleaning services through issuance of a delivery order for the appropriate and required work task(s). Contractor shall begin emergency work, as determined by the contracting officer, within one hour of notification, which may be verbal. The contracting officer or designated representative will notify the contractor as soon as a special event requirement is known, but not less than 24 hours prior to the event. Completion schedule shall be determined for each delivery order.

D. EXTERIOR WINDOW CLEANING. Exterior windows shall be cleaned semi-annually, to achieve a "free of soil" state. This includes cleaning of the frame, the areas immediately adjacent to the frame, ledges, and removing, cleaning, and replacing window screens. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the exterior glass and shall be counted as three separate surfaces for reimbursement purposes.

E. CURTAIN, DRAPE, AND BLIND CLEANING. Window and wall drapes, and blinds shall be removed and cleaned inside and out, quarterly, to achieve a "free of soil" state. Privacy curtains in examination rooms shall be replaced quarterly.

- (a) Removal and Cleaning. Window and wall drapes, and blinds shall be removed quarterly on a VA approved cleaning schedule. Drapes and curtains shall be delivered to the Environmental Management Services Linen Manager for cleaning. Blinds shall be cleaned by the Contractor.
- (b) Rehangng. Drapes shall be rehung on the same window or wall from which they were removed within two working days after they are returned to the Contractor by the Environmental Management Services Linen Manager. Blinds shall be cleaned and rehung within two working days of their removal. Privacy curtains will be rehung the same day as removed with a clean curtain provided by the VA.

F. PEST CONTROL. Control pests as appropriate, using Integrated Pest Management techniques, as specified in the GSA Environmental Management Integrated Pest Management Technique Guide (E402-1001). The Lessor shall be responsible for keeping the entire building free from vermin. Lessor shall provide periodic pest and rodent control service to the Common Areas and other areas specified by the VA. The Lessor shall be responsible for eliminating Infestation by Bed Bugs and controlling the presence of Bed Bugs and shall promptly cause any corrective or extermination work recommended by professional exterminators.

### **3. PERSONNEL MANAGEMENT**

A. EMPLOYEE ROSTER. The Contractor shall establish a roster of Contractor employees within 30 calendar days after the start of this contract. The roster shall list the name and job title of each Contractor employee. The Contractor shall provide a copy of the personnel roster and changes thereto to the COR.

B. EMPLOYEE DISCIPLINE. The Contractor shall take prompt, appropriate action in all instances of employee misbehavior that may reflect adversely upon the Government.

C. EMPLOYEE SCHEDULES. The Contractor shall prepare and maintain employee schedules for all Contractor employees to ensure that VA internal security is maintained (i.e., determine if personnel are scheduled to work). A copy of each schedule shall be furnished to the COR for review one week prior to the beginning of the period covered by the schedule. Changes to employee schedules shall be provided to the COR as they occur.

D. COMMUNICATION. All Contractor employees, must be able to read, write, speak, and understand the English language to ensure the effective administration of this contract and accurate ordering of work.

E. STANDARDS OF CONDUCT. While on duty and executing the specifications of this contract, Contractor employees are prohibited from using and/or possessing alcohol, non-prescription drugs, and firearms. Non-compliance with this requirement, confirmed by the COR, shall be grounds for immediate removal of the Contractor employee from the VA and barring the individual from performing further work

LESSOR: \_\_\_\_\_ GOVERNMENT: \_\_\_\_\_

under this contract. All contractor employees will be required to provide customer service consistent with that of the VA's mission.

F. TRAINING. The Contractor shall develop an employee-training plan and be responsible for the cost and provision of initial and developmental training programs for Contractor employees. The Contractor shall maintain and update the plan throughout the life of this contract and shall submit the plan to the COR for review when requested.

G. INITIAL INTENSIVE TRAINING. All employees shall receive initial, intensive training in health care facility housekeeping. Employees, who have never received initial intensive training in health care facility housekeeping, including infection control, shall not be assigned to work until this training requirement is completed. Training shall include, at a minimum, the following topics:

- a. Familiarization with all written Contractor technical and quality control procedures and instructions
- b. Basic bacteriological concepts, including how disease is caused, transmitted, and prevented, reduced, or contained through proper housekeeping methods
- c. Infection control & blood borne pathogen standards relating to duty functions to all requirements of this contract. (OSHA, JCAHO, etc.)
- d. Proper use and handling of germicidal detergents, supplies, and equipment Care and maintenance of Contractor- and Government-furnished property
- e. Procedures for replenishing cleaning supplies and obtaining equipment repairs
- f. Familiarization with the Government's fire prevention, safety, and security procedures
- g. Familiarization with applicable VA regulations and policies, including fire prevention, safety, and current disaster plans
- h. Role of housekeeping in the health care facility and its effect on the health and wellbeing of patients
- i. Employee developmental topics (i.e., communications and individual and group behavior)
- j. Employee personal hygiene
- k. Adherence to all Contractor work schedules and how completed scheduled work assignments shall be documented to support the Contractor's Quality Control Program
- l. Contractor employees shall be provided sexual harassment training and be provided the required knowledge of the VHA Privacy Policies resulting from the
- m. Health Information Portability and Accountability Act (HIPAA) within the first 30 days and annually thereafter.
- n. Training Records. Records of all employee training, including attendance rosters, shall be maintained by the Contractor and shall be furnished upon request to the CO or COR for review.

#### 4. **UNIFORMS**

A. TYPE OF UNIFORM. All employees shall wear Contractor provided standard uniforms, including pants, shirts, skirts, blouses, and/or dresses, which are clearly distinguishable from other VA uniforms currently in use. The uniforms shall be worn as designed by the uniform manufacturer. Sandals or other open toed shoes shall not be worn.

B. IDENTIFICATION BADGES. All personnel shall display identification badges, except for protective clothing, which shall include the employee's full name and Contractor's full name.

C. PROTECTIVE CLOTHING. When required the Contractor personnel shall wear special protective clothing and shoe covers while working in designated areas. They shall be used as specified and then destroyed, as directed by the COR.

D. PERSONAL HYGIENE. Contractor personnel shall be clean and wear a clean uniform at all times when in patient care and public areas. Fingernails shall be clean and free of dirt, and hair shall be neatly trimmed and combed.

## 5. HEALTH REQUIREMENTS

A. INFECTION CONTROL. The contractor shall comply with Standard Precautions as defined by the Centers for Disease Control and Prevention in the performance of this contract. The contractor must have orientation on all applicable policies and procedures specified by the Veterans Affairs Saginaw Health Care System that deal with infection control. The Contractor must have documented proof of training in infection control. A copy of the documented proof will be made available to the CO or COR upon request. The infection control training and associated cost is the responsibility of the Contractor. The Contractor employees and subcontractors must follow approved policies regarding infection surveillance, prevention, and control.

B. PHYSICAL EXAMINATIONS. The Contractor shall employ personnel who are medically fit to complete the janitorial duties required of the position. Personnel must receive medical clearance prior to starting work at the VA. The Contractor shall be responsible for the cost and completion of initial and subsequent annual physical examinations for Contractor employees.

C. REPORTING REQUIREMENTS. The Contractor shall report to the COR all-occupational health and preventive medicine information required by the Government and for complying with current JCAHO health records documentation requirements.

D. EATING AND SMOKING. Eating or smoking by Contractor personnel is permitted only in designated areas.

## 6. GOVERNMENT FURNISHED PROPERTY, SERVICES, UTILITIES, SUPPLIES, AND PHYSICAL SECURITY

### A. Conservation of Utilities

- a. Contractor employees will adhere to utility conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities as follow:
- 1) Light shall be used only in areas when and where work is actually performed
  - 2) No adjustment of mechanical equipment controls for heating, ventilation air conditioning system shall be made.
  - 3) Water faucets or valves shall be turned off after required usage.
  - 4) Problem/Abnormalities shall be brought to the attention of the COR as soon as possible.

B. SUPPLIES, MATERIALS, AND EQUIPMENT: The government will provide the following materials and equipment to be used by the Contractor only in performing the services required by this contract:

- a. Hand sanitizer for distribution throughout the clinic.
- b. Needle Boxes for changing out full containers.
- c. Keys for areas to receive housekeeping services;

C. PHYSICAL SECURITY: All government facilities, equipment, and materials shall be safeguarded by the contractor. At the end of each work period, government facilities, equipment, and materials shall be secured. The contractor shall provide protection to government facilities, equipment, and materials to prevent damage during the period of time the property is under control of, or in the possession of, the contractor. The contractor shall record all available facts related to each instance of damage to government facilities, equipment, or materials and report it to the CO or the COR within 24 hours of occurrence. The contractor shall be responsible for any damage caused by contract personnel to government facilities, equipment, or materials and shall repair, clean, replace, or restore damaged items to the condition existing immediately prior to the item being damaged, as directed by the CO. Contractor employees shall not allow anyone use of any key in their possession. They shall not open locked rooms or areas to permit entrance by persons other than Contractor employees performing assigned duties. All rooms/areas unlocked for cleaning shall not be left unattended during the cleaning process and shall be locked by Contractor personnel after completion of cleaning duties.

LESSOR: \_\_\_\_\_ GOVERNMENT: \_\_\_\_\_

D. CONTRACTOR FURNISHED ITEMS. The Contractor shall furnish and maintain all equipment and supplies, other than those specified as Government furnished in clause 3 of this Section, necessary to perform all services required in this contract.

E. SPECIFICATIONS. Contractor supplies, and equipment shall meet the specifications listed below, and shall comply with the occupational safety and health standards (OSHA) and fire regulations.

F. APPROVAL OF SUPPLIES AND EQUIPMENT. All Contractor proposed supplies and equipment must conform to applicable technical provisions and specifications contained herein. Materials shall comply with Government fire and safety regulations. No materials bearing an Interstate Commerce Commission (ICC) red label shall be used. Proposed supplies and equipment for which specifications are not provided herein must be of the highest commercial quality and must be of a suitable type or grade for the required housekeeping task. This list shall be a part of the Contractor's instructions and procedures manual. Any new item of material, supplies, or equipment shall be submitted to the CO or COR for review prior to use in the VA.

G. PRODUCT SAMPLES. The Contractor may be required to submit product samples to the Government for evaluation, at no additional cost to the Government. Each product sample shall contain at least one pint, if a liquid product, or one pound, if a dry product, to ensure sufficient quantities for laboratory testing.

H. ABRASIVES. Steel wool, abrasive metal cleaners, or any other cleaning supplies or equipment, which could cause damage to Government property, shall not be used.

## 7. **EQUIPMENT STANDARDS**

A. HANDLING OF SUPPLIES AND EQUIPMENT. Specific routine infection control requirements are as follows:

All containers of cleaning chemicals and similar products shall be marked with a factory label, to identify contents, and all other labels shall be removed or defaced. Materials bearing Department of Transportation red labels shall not be used. Contractor furnished supplies and equipment not in immediate use shall be stored in designated storage areas provided by the Government. Towels, mops, brushes, and other supplies, which contain an oil residue and are subject to spontaneous combustion, shall be disposed of or stored outside of the VA in tightly covered metal containers. Storage shall be in accordance with applicable Federal, state, and local regulations. Cleaning supplies that are subject to combustion may be temporarily stored and transported in tight fitting metal containers while in use inside of the VA.

1. Supplies. (e.g., toilet paper, paper towels, hand soaps, and detergents) shall be transported in carts designed for supply movement (e.g., housekeeping carts), not in trash barrels, nor mop buckets. All materials not immediately in use shall be properly stored in designated storage spaces provided by the Government. The following supplies shall be furnished by the contractor to fit existing infrastructure:

- a. Emotions paper towel
- b. Toilet paper
- c. Toilet seat covers
- d. Clear plastic trash can liners (large 40x48 and small 24x36)

2. Material Safety Data Sheets (MSDS). The contractor will be required to furnish the VA with MSDS sheets for all chemicals that are used in the clinic. This list will be kept current at all times. This information is required by the VA for emergency treatment in the event of ingestion of and/or contact with the material by humans and is required by OSHA regulations. Contractor must always maintain a binder of all MSDS sheets on site for use and inspection.

B. SANITATION. All original and replacement equipment introduced into the VA shall be in proper

LESSOR: \_\_\_\_\_ GOVERNMENT: \_\_\_\_\_

working order, as specified by the equipment manufacturer, and shall be cleaned with a disinfectant detergent free of soil prior to introduction into the VA. All equipment removed from a designated use area shall be cleaned with a disinfectant detergent prior to its removal from and reintroduction into the area. Equipment must be kept clean and in good working order throughout the term of the contract.

C. ELECTRICAL EQUIPMENT. All electrically operated equipment shall be equipped with hospital quiet-type motors, be third-wire grounded, and be equipped with an appropriate length of Underwriters Laboratories (UL) approved three conductor cords. The cord shall be permanently attached to the machine. The Contractor's equipment shall be compatible with existing sources of Government furnished electrical power.

D. SAFETY AND INSPECTIONS. The Contractor's equipment shall be in good repair and shall comply with all Government safety standards and all JCAHO standards for no clinical electrical equipment. Any equipment, which the COR considers in disrepair or unsafe shall be removed from the VA and replaced with equivalent equipment that is in good repair and meets the specifications contained herein.

E. BUMPER GUARDS. All wheeled and movable equipment shall be equipped with protective, non-marking wheels and rubber bumpers or guards around the entire perimeter, except for fiberglass trash receptacles. No part of the equipment, except handles, shall protrude beyond the rubber bumpers. Bumpers and guards shall be maintained in good repair at all times. Equipment with improper bumpers or guards shall be removed from service immediately and shall not be used until repaired. Any repairs to Government property required as a result of improperly protected equipment shall be made at the Contractor's expense.

F. DISINFECTANT AND DETERGENT. Disinfectant and detergents used shall be currently registered with the Environmental Protection Agency (EPA) as a pseudomonicidal, fungicidal, and viricidal at the manufacturer's recommended use dilution, even in hard water of 400 PPM (CaCO<sub>3</sub>) and shall be UL approved. The detergent shall be a quaternary ammonium germicidal detergent, Hypochlorite, ethyl or Isopropyl alcohol, or phenolic germicidal detergent.

G. CLOTHS, IMPREGNATED DUSTING AND SWEEPING. Dusting and sweeping cloths shall be tubular cotton with 18 percent to 22 percent by weight and shall be non-oil impregnated. The impregnation compound shall meet UL specifications and requirements relative to safety from combustibility, shall have an affinity for dust, and shall be registered with the EPA.

H. BOWL CLEANER LIQUID-TYPE, TRIPLE ACTION. The bowl cleaner shall clean, deodorize, disinfect, not be noxious or cause irritating fumes in use as determined by the Food and Drug Administration, of S Typhosa, and be suitable for use in toilet bowls and urinals only. It shall be fully inhibited to protect pipes and metal against corrosion. Products requiring a "Poison" label, as defined in CFR, Title 49, shall not be permitted.

I. FLOOR POLISHERS. Floor polishers shall have a non-porous scrubbing surface to inhibit bacterial growth. Rotary floor polishing, buffing, and scrubbing machines shall be equipped with new brush or pad drive assemblies made of non-porous materials when introduced into the VA.

1. MOP HEADS. Non-disposable mop heads shall be neutral-colored rayon or cotton yarn. Disposable mop heads shall be made of non-woven fabric, a lint-less fabric consisting of textile fibers, or a combination of fibers and yarn, and shall be clear or neutral in color. Both disposable and non-disposable mop heads shall be changed every 2-3 rooms or when they become saturated with dirt or dust, whichever comes first. Oil-based treatments are not allowed. Chemical treatments shall not have a "flash point" of less than 330°F and shall be free of saponifiable matter. Chemical treatments shall not heat spontaneously under service conditions. Total treatment residue in mop heads shall not exceed 28 percent by weight and shall contain no carbon residue.

2. MOP BUCKETS. Mop buckets may be either single or double compartmented and shall be constructed of a non-porous, acid resistant, seamless material.

J. VACUUM CLEANERS. All vacuum equipment shall have a hospital use, microstatic, impaction-type filtration system, which filters out dust and bacteria particles larger than 0.3 microns. New microstatic impaction filters and disposable paper filter bags shall be installed in microstatic vacuums no less than every 30 calendar days and more frequently, as determined by use conditions or by the COR. The angle of exhaust system shall be at least 15° above the horizontal. Dry vacuum cleaners shall be commercial type, 2/3-cubic foot capacity, or 1/2 bushel, with microstatic, impaction-type exhaust air filter. Upright vacuums shall be heavy duty and have a motor-driven beater brush. Backpack vacuum units, used in stairwells, and wet-vacuums, used as components of combination scrubbers, are exempt from the above requirements.

1. CARPET SHAMPOOER/SOIL EXTRACTOR. Shampooers/extractors shall be a commercial type, upright design, with agitator brush and motor, storage tank, compressor, dispenser, and shall have positive action vacuum.
2. COMBINATION SCRUBBER-VACUUM MACHINES. Combination scrubber-vacuum machines shall be battery powered, motorized units designed for use in large public areas.
3. SHAMPOO CARPET, WET. Shampoo shall incorporate a current EPA registered sanitizer and a soil retardant. The pH of the wet shampoo shall be between 9 and 10.5 for use on synthetic fibers and shall be no higher than nine for use on natural fibers. Phenolic-based disinfectants shall not be used as a carpet shampoo. The dilution rate used shall be that recommended by the manufacturer.

K. WALL WASHING MACHINES. Wall washing machines shall have a minimum capacity of four gallons with double tanks and a pump type pressure sprayer for use in wall washing with a disinfectant detergent solution. Methods must be approved prior to use by COR.

L. TOOL HANDLES. All mops, brooms, and sweeping tools, which are equipped with handles of over 48 inches in length, shall be capped with non-marking rubber, vinyl, or plastic tips to prevent the marking or scarring of walls or other surfaces in the VA.

M. HOUSEKEEPER'S CARTS. Housekeeping carts shall have a low platform for mop buckets, mop wringer, and other gear, with locking compartments for tools and cleaning supplies, trash collection device and lockable. Mops shall fit on the cart so that mop heads do not protrude above the top of the cart. Carts shall fit in assigned storage closets.

N. TRASH COLLECTION CONTAINERS. Collection containers shall be rigid with a smooth interior finish and shall be equipped with a snug fitting cover and hard rubber, non-marking, silent-running casters. All trash containers shall meet Government fire regulations. Trash carts shall be of such size that they do not block passageways or prevent building evacuation.

1. Liners for Trash Receptacles. Contractor shall furnish acceptable liners for contractor owned non-hazardous medical waste trash receptacles throughout facility.

O. SIGNS. All signs shall contain easily understood directions and guidance in English.

P. WORK HOURS. The services covered by this LEASE shall be furnished by the LESSOR as defined herein. The LESSOR will be required to furnish such services five (5) days a week excluding weekends and federal holidays. CBOC's daily normal hours of operation are from 6:00a.m. to 6:00p.m. Shift hours may change based on the needs of the facility. The Contracting Officer or designee reserves the right to change/adjust/establish any hours of performance. The work hours are described below:

1. Hours: CBOC - Monday thru Friday (except federal holidays) one shift - 5:00p.m. to 9:00p.m.
2. Federal Holidays: The ten holidays observed by the Federal Government, i.e., New Year's Day, Martin Luther King Jr.'s Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day and any other day specifically declared by the President of the United States to be a

LESSOR: \_\_\_\_\_ GOVERNMENT: \_\_\_\_\_

federal holiday.

3. Non-Work Hours. Except in case of emergency, special events and jobs with the scope of work, the CBOC's will be closed on all Saturdays and Sundays, federal holidays and Monday through Friday from 6:00p.m. until 6:00a.m. the following workday.

**8. SERVICE DELIVERY SUMMARY**

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	Performance Threshold
<p><u>Basic Cleaning Services.</u> Floors, baseboards, corners, and wall edges are free of dirt, dust, and debris. Trash is empty. Plastic liners are replaced. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale, and other deposits. Stairwells are free of dirt, debris, litter, and other foreign matter. Dust is not visible. Exam tables are completely clean and free of foreign matter.</p>	<p>Not to exceed 5 customer complaints per month.</p>
<p><u>Basic Restroom/Locker Rooms Cleaning Services.</u> Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks, and odors. Showers are disinfected and free of soap film, scum, and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum, and other deposits. Floors are free of litter, dirt, dust, and debris. Supplies are adequate until next service.</p>	<p>Not to exceed 5 customer complaints per month.</p>
<p><u>Periodic Cleaning Services.</u> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter.</p>	<p>Not to exceed 5 customer complaints for the reporting period.</p>

A. SURVEILLANCE. The COR will receive any complaints and verify from hospital personnel and pass them to the contractor for correction.

B. STANDARD. Not to exceed 5 customer complaints for the month or reporting period. The COR shall notify the contracting officer for appropriate action in accordance with applicable terms of the lease, if any of the above service areas exceed five customer complaints

C. PROCEDURES. Any patient, employee, or visitor that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the clinic manager; the clinic manager shall contact COR who will complete appropriate documentation to record the complaint. The COR shall document and verify all customer complaints complaint. The COR shall notify the Lessor of the complaint. The contractor will be expected to resolve the complaint during the next work shift. If the contractor staff and Lessor will work will COR disagrees with the complaint, he/she will notify the COR. The COR will investigate to determine the validity of the complaint. If the COR determines the complaint as invalid, he will document the written complaint of the findings and notify clinic manager. The COR will retain the annotated copy of the written complaint for his/her files. If after the investigation, the COR determines the complaint as valid, the COR will inform the contract and the contractor will be expected to correct the defect within one hour. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. Recurring customer complaints are not permitted for any of the above service items. If a repeat customer complaint is received indicating the same

deficiency during the service period (month, quarter, etc.), the COR should contact the Contracting Officer for appropriate action. The COR will verify the issue is resolved.

## 9. CUSTODIAL TASK FREQUENCY SCHEDULE

### A. Daily:

1. Exam Rooms/Lab - Dust desks, chairs, file cabinets and furniture. Empty all waste,
2. Replace all liners. Wipe exam rooms foot rests. Mop floors.
3. Reception area - trash, dust chairs and counters, clean floors.
4. Lobbies - vacuum floors, dust chairs and disinfect arms. Clean, disinfect and polish water fountain, clean front doors glass, frame and thresholds. Spot clean walls and magazine racks.
5. Restrooms - sanitization cleaning of lavatories, all fixtures, floors, toilet seat & bowl (inside and out), mirrors, soap dispensers, trash cans. Refill all dispensers. Wipe underside of sinks and pipes, faucets, paper towel holders, walls, doorknobs, ledges and light switches. Hospital grade germicide will be used on sinks and toilets. All restroom floors shall be damp mopped with hospital grade germicide solution; changed after each restroom.
6. All other areas - replace trash liners daily. Spot clean all doors, door frames, and areas around light switches.
7. Floors - shall be dust mopped and wet mopped with disinfectant/detergent as stated in specifications.
8. Break room - shall be dust mopped and wet mopped. All counters; sinks and tables to be cleaned using disinfectant/detergent.

### B. Weekly:

1. Buff floors
2. Dust and vacuum Offices and Conference Rooms.
3. All medical waste receptacles wiped down.
4. Thoroughly clean soiled walls, carpets and chairs.
5. Damp wiping of handrails and door frames
6. All air vents shall be dusted.
7. All window ledges and blinds shall be cleaned and dusted.

### C. Monthly:

1. Clean/Sanitize wheelchairs, stretchers and patient lifts
2. Windows - inside and out, window sills, windowblinds.
3. Clean/Sanitize break room appliances: Refrigerator, microwave and Ice Machine

### D. Quarterly:

1. Clean window and privacy curtains.
2. All light fixtures shall be wiped down.

### E. Semi-Annual:

1. Carpet care (shampooing). No dust building-up in corners, edges or under or behind furniture. (Spots /stains are to be promptly removed)
2. Hard-surface floor care deep-cleaned (spots/stains to be promptly removed)

#### 1. CONTRACTOR FURNISHED SUPPLIES

Disinfectant  
Glass Cleaner

#### 2. VA FURNISHED SUPPLIES

Provon Foaming Hand Soap  
Purell Hand Sanitizer

**1.02 SELECTION OF CLEANING PRODUCTS (OCT 2016)**

The Lessor shall use cleaning products (including general purpose cleaners, floor cleaners, hand soap, etc.) that comply with either the Green Seal standard, the UL/EcoLogo standard, EPA's Safer Choice designation, or a substitute acceptable to the LCO. Hand soap products shall also be USDA Certified Bio-Preferred.

**1.03 SELECTION OF PAPER PRODUCTS (APR 2015)**

The Lessor shall select paper and paper products (e.g., restroom tissue and paper towels) conforming to the Green Seal Standard (GS-1), or a substitute acceptable to the LCO.

**1.04 SNOW REMOVAL (APR 2011)**

Lessor shall provide snow removal services for the Government on all days for which this Lease has designated normal hours. Lessor shall clear parking lots if the accumulation of snow exceeds two inches. Lessor shall clear sidewalks, walkways and other entrances before accumulation exceeds 1.5 inches. The snow removal shall take place no later than 5:00 AM, without exception. Should accumulation continue throughout the day, the Lessor shall provide such additional snow removal services to prevent accumulation greater than the maximums specified in this paragraph. In addition to snow removal, the Lessor shall keep walkways, sidewalks and parking lots free of ice during the normal hours. The Lessor shall remove excess buildup of sand and/or ice melt to minimize slipping hazards. If the Building entrance(s) has a northern exposure, then Lessor shall take additional measures to protect the safety of pedestrians.